

EMERGENCY 9-1-1 DISPATCHER

Pay Range: \$22.35 - \$30.68

The City of Xenia is currently accepting applications for the position of Communications Operator (9-1-1 Dispatcher). This role is critical to our Public Safety Department, involves receiving emergency and non-emergency calls from the public and dispatching emergency crews to provide on-scene assistance. We are seeking dedicated individuals who are passionate about helping others. Emergency dispatching is a great career that requires no prior experience or education requirements beyond a high school diploma or GED.

Preferred Qualifications:

- Strong interpersonal and customer service skills
- Ability to multi-task and remain calm in a fast-paced environment
- Strong technical and typing skills
- Ability to work 12-hour shifts in small team environment

Responsibilities:

- Receive emergency and non-emergency calls
- Provide emergency instructions to callers
- Dispatch emergency personnel and equipment to provide on-scene assistance
- Assist customers with inquiries related to billing and payments
- Respond to radio traffic from emergency personnel

Requirements:

- High school diploma or equivalent
- Ability to type or learn to type at a fast pace
- Ability to learn computer programs and systems
- Ability to learn emergency dispatch protocols

Full time employees are eligible for benefits including medical, dental, vision and life insurance, vacation and sick leave, holiday pay as well as pension benefits.

Lateral Transfer Incentive:

\$5,000 Sign-On Bonus

- To be eligible for the sign-on bonus, outside applicants must have past or current experience as a 9-1-1 dispatcher with another public agency.

Application Process:

Interested candidates should submit an application in person at 107 E. Main Street, Xenia, Ohio 45385 or via email to jobs@cityofxenia.org no later than **Friday, September 27, 2024**.

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